

**N**orthwest utility watchers have said that BPA seems to get just the right person for the right job at the right time. While her tenure was just 2½ years, Judi Johansen seems to have been the perfect person for her time.

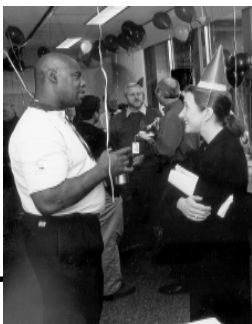
Others will extol her role in leading BPA through some unique challenges. So this *Circuit* takes a different focus. We asked employees what *they* thought of Johansen. People said a lot. Here are some comments.

Mike Conners at the Ross warehouse says, "Judi was a talented and skillful executive who earned her employees' respect and admiration." John Quinata at the Dittmer control center says, "Judi brought focus and compassion for employees. She has definitely made a difference. We will miss her."

John Soy in headquarters security says, "Judi was able to connect with all employees on the human and personal side. She's for real." Kathy Magness in the headquarters telephone office says, "The atmosphere has been a lot more friendly, and people seem more relaxed since Judi has been here."

Truman Conn at Walla Walla told about Johansen's visit to Ashe Substation this fall. "The transmission line crew was stringing fiber optics cable nearby. Equipment operator

## ...amid friendly protests"



Bruce Ginther talked Judi into taking the controls of a backhoe, and he helped her dig a hole for a guy anchor. The troops loved it, and I think she did too." Conn says, "Field employees always appreciated Judi's very candid and direct style."

Kenneth Barnhart at Portland says, "I appreciated Judi's support ... and her leadership in helping to make BPA a 'great place to work.'" Randy Ridenhour at Vancouver says, "She has meant a lot to every worker by never losing her focus on what employees bring to BPA."

Darrell Eastman in Portland says, "Judi never made any promises she couldn't keep, which earned the respect of the tribes. Her open door policy and inclusive attitude set an example for others." Orion Albro at Olympia says, "Her time here was an uplifting experience for us all. No one can replace her, but we will find someone to carry on the work."

Conners says, "She cared about the workplace environment, got around to visit way more than her predecessors and made a ton of friends. I miss her already." And Magness says, "To me, Judi is the person that anyone would be happy to have in their family."

— Jack Odgaard, editor

Photos by Jack Odgaard and Perry Gruber

## Shared Services folks have reason to celebrate

**O**n Oct. 18 the Shared Services group met at the Lloyd Center DoubleTree Hotel to kick-off its new work year and take stock of the past year. The third annual start-of-year all-employee meeting also drew then-Administrator Judi Johansen and the new head of Employee and Business Resources, Senior Vice President Terry Esvelt.

Lynda Stelzer, Vice President of Shared Services, led the program that looked at the group's focus for the next year. A big part of the new year start is looking back at the past year. And recognizing

people for their achievements in the fourth quarter.

Shared Services had a lot to celebrate from the last year. It scored an overall 92 percent client satisfaction and delivered its products and services under budget. Some of the work statistics are impressive for groups within Shared Services.

Personnel services stepped up recruiting in the past year and brought on 314 new employees. The group handled 21,000 personnel actions and more than 900 consulting tasks. Training folks put on 310 classes for the Business Solutions Project.

The workplace services group moved 1,100 work stations last year. Mail services handled 2.1 million pieces and media services printed more

than 8.5 million items. Security put in place the Ross Complex Emergency Plan.

Information systems made the Y2K rollover without problems and helped the Business Solutions Project get started. Its security handled the problems caused by the "I Love You Virus" and helped block or stop some other viruses early. The telephone staff moved the phones for hundreds of work station moves. And the operators took thousands of phone calls and the technicians maintained BPA's huge phone system.

Internal operations handled 6,500 requests last year from the administrator's office, corporate staffs and the Shared Services staff itself. In the past year the group also moved the Boise and Seattle offices to less expensive sites.



Shared Services employees faced up to the their year ahead, and faced up to a successful last year (all left to right). (1) Roy Smith makes a point with then-Administrator Judi Johansen. (2) Nancy Wallschlaeger and Shelli Dunbar are half serious. (3) John Quade Jr. and John O'Donnell seem laid back. (4) Sonja Smith and Sylvia Logan are all smiles. (5) Becky Steinhardt, Jim Starr and Bob Feldhan enjoy the meeting.

Photos by Bob Heims

*Happy Hanukkah,  
Merry Christmas  
and happy holidays to all  
from the Circuit.*

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